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Recognize outstanding colleagues. Submit nominations now.

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LVH–Schuylkill colleagues give a man a second chance at life.

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Oct. 26 spaghetti dinner supports gentle yoga program.

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Nominate a Colleague for a 2020 Service Excellence Award

BY [RICK MARTUSCELLI](#) · OCTOBER 15, 2019

Colleagues throughout LVHN do amazing things every day. They deserve to be rewarded for all they do for our health network, our patients and our community. To give colleagues the recognition they deserve, LVHN expanded our annual Service Excellence Awards to include colleagues network-wide. It's the next step in the process to full integrate our health network.

What are Service Excellence Awards?

For many years, Service Excellence Awards were presented annually to colleagues in the Lehigh Valley. Now, we're welcoming nominations for these awards from throughout LVHN. Services Excellence Awards reward and recognize colleagues who do exceptional things. There are several to choose from. You can nominate a colleague or team for one of these awards:



- **The LVHN Guldin Award for Efficiency and Innovation in the Clinical Workplace** recognizes a colleague or team that exhibits exceptional contributions toward implementation of a new or more efficient clinical work practice and/or process method.
- **The LVHN Guldin Award for Efficiency and Innovation in the Nonclinical Workplace** recognizes a colleague or team that exhibits exceptional contributions toward implementation of a new or more efficient administrative work practice and/or process method.
- **The LVHN Guldin Award for Efficiency and Innovation in a Physician Practice** recognizes a colleague or team that exhibits exceptional contributions toward implementation of a new or more efficient work practice and/or process method.
- **The LVHN Mark Young Award** recognizes a physician who demonstrates an outstanding accomplishment in community health improvement.
- **The Provider Service Star Award** recognizes an LVPG physician or advanced practice clinician (APC) who consistently demonstrates exceptional customer service characteristics. One award recipient will be named in each LVHN region (Lehigh Valley, Hazleton, Schuylkill and Pocono).
- **The LVHN Star Mentor/Coach Award** recognizes a colleague who instructs, develops and promotes other colleagues and is considered an “unsung teacher” in their department.
- **The Volunteer Community Service Award** recognizes a colleague or team that represents LVHN

in the local community. This individual or team demonstrates outstanding commitment in volunteer activities and has shown dedication and philanthropy to an organization, business and/or institution (inside or outside LVHN). Six awards recipients will be named, three from the Lehigh Valley and one each from Hazleton, Schuylkill and Pocono.

Service Excellence Awards also will be given to the outpatient departments, inpatient departments and physician practices for patient satisfaction performance criteria.

How do I nominate a colleague?

You can nominate a colleague for a Service Excellence Award on PRIDEpoints. Here's how:

- From your SSO toolbar, click "PRIDEpoints."
- In the left column, click "Service Excellence."
- Click "Get Started" next to the award for which you want to submit a nomination.
- Enter the name of the colleague(s) or team. Try to provide the names of all the colleagues you are nominating.
- Enter the reason or story behind why you believe the colleague or team should receive the award. Provide specific examples of how the colleague(s) or team meets the award criteria. Please use uppercase and lowercase letter.
- Click "Submit."

Attention LVH–Pocono colleagues: Because PRIDEpoints is not yet live at your site, you can nominate a colleague by visiting the intranet and clicking "Service Excellence" under "HR Special Links" on the home page. LVH–Pocono colleagues who have questions should email Lynn Lansdowne Lynn.lansdowne@lvhn.org (570-476-3365),

or Amanda Skrzysowki Amanda.Skrzysowski@lvhn.org (570-476-3364) if you need assistance.

What is the nomination deadline?

Nominations must be received by Nov. 15 to be considered.

Can someone help me complete the nomination?

Yes. The LVHN Reward and Recognition Committee has coaches to help you select the most appropriate award and complete your nomination. Contact Lorraine Pirino, Lorraine_T.Pirino@lvhn.org (484-884-0956), or Barbara Lachimia at (484-884-7090) Barbara.Lachimia@lvhn.org), if you need assistance.

When will the award recipients be named and recognized?

Award recipients will be honored during the Leader to Leader meeting on Jan. 16, 2020. Following the meeting, the stories and photos of the recipients will be featured on LVHN Daily.

Service Star of the Month – October 2019

BY [PAULA RASICH](#) · OCTOBER 17, 2019

Lori Steinhart, RN, and John Steinhart, RN, Clinical Documentation and Emergency Room, LVH–Schuylkill

One afternoon, John and Lori pulled into a convenience store in Pottsville. As John was adding air to the tires, they both noticed a nearby car idling. Inside, a man was slumped over the steering wheel and a child was in the back seat. John and Lori rushed over to help, but the doors were locked. Lori yelled for help, asking if anyone had a tool to break the window open. An officer came over, cracked open the window and they pulled the driver out of the car. Another woman took the child in her arms. The man was unresponsive and quit breathing but he had a pulse.



Lori and John opened his airway as EMS arrived on the scene. Moments later, the man sat up. Overwhelmed, he suddenly began sobbing. It turned out that Lori knew the man and his mother who also lived in Pottsville. Lori stayed by the distraught man's side to console him, helping him process what just happened. She helped him see the miracle in the moment: He was given a second chance at life. He and his child were alive and safe. "Lori and John helped a man when he needed it most – on the verge of death. What better way to show compassion for our community?" says nominator Lynn Hausman.

Next Steps

Nominate a Service Star.

Congratulate these PRIDE Award recipients. The PRIDE Award is part of our expanded [Service Star Award program](#).

Megan Kershner, RN, Lehigh Valley Cancer Institute, Health Center at Bangor

When a patient grew extremely angry and impossible to communicate with after a cancer diagnosis,

Kershner reached beyond this emotional wall. She gave him an outlet to work through his difficult emotions. As a result, he began to smile more and argue less with his daughter, his main caregiver. Kershner gave this patient what he couldn't give himself – support, tenderness and a smile.

Michelle ZeRuth, RN, Oncology, LVPG–Pocono

“Class act” and a “warrior” in the battle against cancer are just two ways a cancer patient recently described ZeRuth. Grateful for the extraordinary care he received from ZeRuth, this patient penned a letter praising her special style – “can’t be done” is not in her vocabulary. A beacon of light, ZeRuth left this patient with the most important gift of all – hope.

Julie Rosato, RN, Emergency Room, LVH–Pocono

On her way to work, Rosato witnessed a rollover accident. A tractor trailer crashed through a guardrail and slid down an embankment. A large diesel spill surrounded the area. Rosato ran across the road and climbed down the embankment to check on the driver. After EMS arrived on the scene, Rosato continued on her way to work. There she changed into a clean uniform and was waiting for the driver when he arrived in the ER.

Robert Meridionale, Technologist, Nuclear Medicine, LVH–Hazleton

At the beginning of the summer, an 87-year-old man began prepping his garden. But symptoms during physical exertion led to several trips to Nuclear Medicine for diagnostic tests. After getting to know the couple, Meridionale offered a hand with their gardening project. Meridionale went to the patient's house multiple times until the garden was tilled, weeded and planted. This allowed the patient to relax and improve his health instead of stressing about home projects.

Free Mindfulness Program for Physicians and APCs

BY [KATIE CAVENDER](#) · OCTOBER 15, 2019

Both mindfulness and self-compassion have been shown to reduce burnout and build resilience. **Join us for a mindfulness program offered over the course of four weeks.** Physicians and APC's can learn brief formal meditation practices to achieve basic mindfulness and compassion. Mindfulness will allow you to pay attention to the present moment with curiosity and ultimately see your reaction to events is within your control.



Program objectives

- Identify internal and external stress and how it is experienced in the body.
- Recognize habitual patterns of appraisal and reactivity.
- Realize that there are alternative ways of seeing and understanding events
- Find new alternative ways to respond and communicate
- Builds resiliency to work during unpleasant and challenging experiences

Continuing education credits available

Colleagues must attend all four consecutive courses to receive credit. See the designation statement below.

Meeting details

Lehigh Valley Hospital – Cedar Crest

- Nov. 4 from 6 p.m. – 8:30 p.m. in Kasych Pavilion, ECC 1
- Nov. 11 from 6 p.m. – 8:30 p.m. in Kasych Pavilion, ECC 6
- Nov. 18 from 6 p.m. – 8:30 p.m. in Kasych Pavilion, ECC 1
- Nov. 25 from 6 p.m. – 8:30 p.m. in Kasych Pavilion, ECC 1

To register, email mytotalhealth@lvhn.org by Oct. 31. To learn more about mindfulness resources, visit LVHN.org/mindfulness.

Designation Statement:

It is Lehigh Valley Health Network's policy to ensure balance, independence, objectivity and scientific rigor in all of our educational programs. Faculty and all others who have the ability to control content of continuing education activities provided by Lehigh Valley Health Network are expected to disclose to the audience whether they do or do not have any real or apparent conflict(s) of interest or other relationships related to the content of their presentation(s).

Lehigh Valley Health Network is accredited by the Pennsylvania Medical Society to provide continuing medical education for physicians. Lehigh Valley Health Network designates this live educational activity for a maximum of 10.0 AMA PRA Category 1 credit(s) (Must attend all four consecutive sessions). Physicians should only claim credit commensurate with the extent of their participation in the educational activity.

Lehigh Valley Health Network is an approved provider of continuing nursing education by the PA State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Completion criteria: Registered Nurses attending the entire program and completing the evaluation tool will receive 10.0 contact hours (Must attend all four consecutive sessions).

Lehigh Valley Health Network has been designated a pre-approved sponsor provider of professional continuing education for social workers, marriage and family therapist and professional counselors by the State Board of Social Workers, Marriage and Family Therapist and Professional Counselors. License # 002613. This educational activity has been approved for 10.0 CEUs (Must attend all four consecutive sessions).

Pink Out at the Promenade Shops

BY [JENN FISHER](#) · OCTOBER 14, 2019

It's going to be an evening of pink at the Promenade Shops in Saucon Valley for Pink Out, an evening of fun and information presented by Lehigh Valley Cancer Institute.

Pinkie swear you'll join us!

Add these details to your calendar:

When: Thursday, Oct. 24, 2019 (rain or shine)

Time: 5-8 p.m.

Place: Promenade Shops at Saucon Valley

2845 Center Valley Parkway, Center Valley, Pa.

Cost: Absolutely free!

Pink Out will feature short presentations by Lehigh Valley Cancer Institute doctors and other LVHN health care providers, as well as opportunities to:

- Tour Lehigh Valley Cancer Institute's Mammography Coach
- Schedule your mammogram

Pink Out partner: Barnes and Noble

Not only is Barnes and Noble a great place to find a good book or a cup of coffee, the retailer is offering to donate a percentage of sales (made locally OR nationally) to Lehigh Valley Cancer Institute if you present this code at the register: **12557377**. This includes sales made in the café too. For more details, [review the Barnes and Noble flyer](#)

Wear pink

Be sure to get your pink on! If you wear something pink, you can enter the Pink Out raffle for fun prizes.

To register, call 888-402-LVHN (5846) or visit LVHN.org/PinkOutEvent.



Talent Showcased for Childhood Cancer Awareness – PHOTOS

BY [KIRSTIN REED](#) · OCTOBER 14, 2019

The auditorium at LVHN–Mack Boulevard came to life as Children’s Cancer and Multipurpose Infusion Center patients and colleagues took to the stage for “Clinic’s Got Talent.”



Colleagues from the Children’s Cancer and Multipurpose Infusion Center organized the event.



Scott Wheatley, MD, served as Master of Ceremonies for the evening.



Jasmin and Drishti sang a mash-up of the crowd's Disney favorites.



Ryan showcased his artistic abilities with some help from Devon Gulick, Certified Child Life Specialist.



Dakota took the stage between acts and won over the crowd with each costume change.



Tommy demonstrated his cup-stacking talent all the way from Lehigh Valley Reilly Children's Hospital.



Lauren applied some spooky special effects make-up on Sloane Radcliffe, Social Worker.



Garrett performed a magic trick with some help from Michele Dzomic, RN, and Jacob Troutman, DO.



Aleysha wowed the audience with her rendition of Moana's "How Far I'll Go" alongside Jessica Cupples, RN.



Lexi and Leslie rocked out to the Backstreet Boys "I Want it That Way."



Emily and her sister delivered an emotional performance of "Rise Up."



Felipe Bautista-Otanez, MD, wowed the audience with his juggling skills.



The performers gathered together on the stage and received a standing ovation from the audience.

Schaeffer's Harley Davidson Again Offers Spaghetti Dinner to Support Patients With Cancer

BY [MIKE PECKMAN](#) · OCTOBER 15, 2019

Thanks to Schaeffer's Harley Davidson, Orwigsburg, the Harley Owners Group Deer Lake Chapter and the Ladies of Harley, also of Deer Lake, patients with cancer in Schuylkill County have a program that offers both physical and mental encouragement. It's called the Gentle Yoga Program, a weekly program for cancer patients.

Funds raised through the All You Can Eat Spaghetti Dinner have supported the Gentle Yoga Program for many years.

This year's dinner is set for Saturday, Oct. 26 from 12 to 6 p.m. Cost is \$10 for adults, \$5 for children 4-10, and free for children 3 and under. Dessert is included in the price. [Read this flyer](#) for more information.



A basket auction with items donated by local business and organizations is also taking place. Colleagues, friends and family are encouraged to attend.

Representatives of the LVHN Cancer Center–Schuylkill and other colleagues join with Schaeffer's and the HOG Chapter and Ladies Guild to volunteer and support the event. Schuylkill colleagues will also provide information about the cancer services available through LVHN.